

March 2, 2007

Ms. Beth O'Donnell
Executive Director
Kentucky Public Service Commission
211 Sower Boulevard
P. O. Box 615
Frankfort, KY 40602

RECEIVED

MAR 02 2007

PUBLIC SERVICE
COMMISSION

Re: Case No. 2000-129

Dear Ms. O'Donnell:

As part of the Order issued by the Commission in the above referenced case, Columbia Gas of Kentucky was required to file certain information on August 15, 2000 and quarterly or semi-annually thereafter. Specific operating center reports normally provided in response to the semi-annual SMRI reports were not available in the report filed February 19, 2007 due to computer difficulties. Those reports are attached hereto to supplement and complete the filing.

Sincerely,



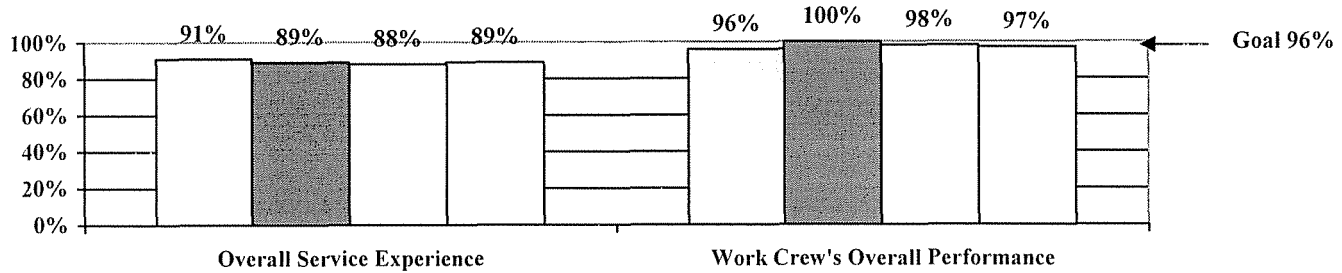
Judy M. Cooper
Director, Regulatory Policy

cc: Anita Mitchell

-- Ashland Operating Center --

Primary Measures of Service Quality

(Percent Rating "6" or Higher on Ten-Point Scale)



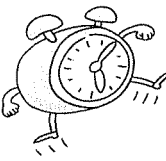
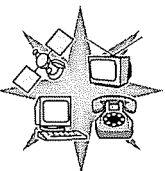


☐ Current Qtr.
 ☒ Previous Qtr.
 ☐ 12-Month Average
 ☐ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Ashland Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	96%	98%	-4%	-2%
Adequately answering all questions	96%	97%	-4%	-1%
Displaying skill and knowledge in job	96%	98%	-4%	-2%
Being pleasant and courteous	96%	97%	-4%	-1%
Being informed about specific request	96%	97%	-4%	-1%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p style="text-align: center;">Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table style="width: 100%;"> <tr> <td style="text-align: center;"><u>Current Qtr.</u></td> <td style="text-align: center;"><u>12-Month Average</u></td> </tr> <tr> <td style="text-align: center;">92%</td> <td style="text-align: center;">91%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	92%	91%	 <p style="text-align: center;">Leaving Work Area Neat and Safe</p> <table style="width: 100%;"> <tr> <td style="text-align: center;"><u>Current Qtr.</u></td> <td style="text-align: center;"><u>12-Month Average</u></td> </tr> <tr> <td style="text-align: center;">95%</td> <td style="text-align: center;">97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	95%	97%
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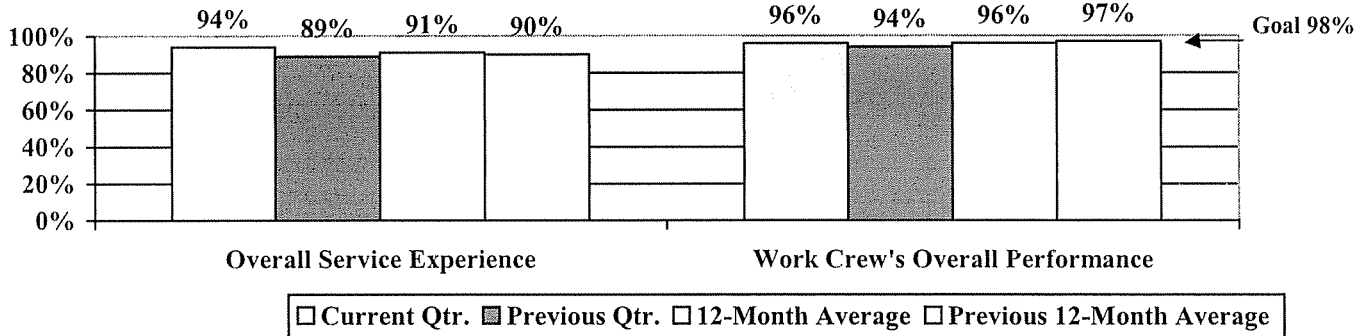
* Indicates a statistically significant difference from current quarter at 90% confidence level.

Customer Service Tracking Study Report

4th Quarter 2006

-- East Point Operating Center --



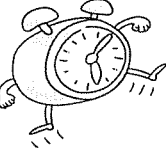
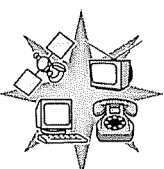
Primary Measures of Service Quality
(Percent Rating "6" or Higher on Ten-Point Scale)



Key Drivers of Satisfaction with Service Person/Work Crew

	East Point Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	98%	98%	-2%	0%
Adequately answering all questions	98%	99%	-2%	-1%
Displaying skill and knowledge in job	98%	98%	-2%	0%
Being pleasant and courteous	98%	99%	-2%	-1%
Being informed about specific request	98%	99%	-2%	-1%

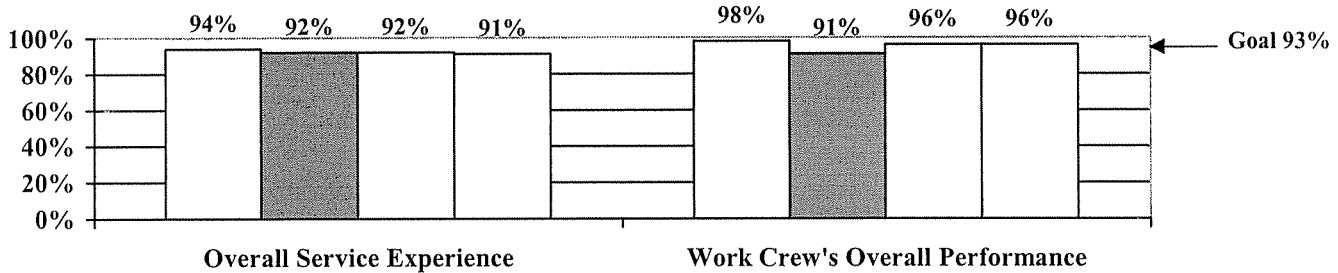
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>94%</td> <td>93%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	94%	93%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>100%</td> <td>96%*</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	96%*
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100%	100%								
<u>Current Qtr.</u>	<u>12-Month Average</u>								
N/A	N/A								

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Frankfort Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)



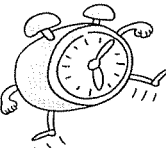
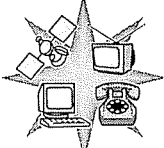


☐ Current Qtr.
 ☒ Previous Qtr.
 ☐ 12-Month Average
 ☐ Previous 12-Month Average

Key Drivers of Satisfaction with Service Person/Work Crew

	Frankfort Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	98%	98%	2%	0%
Adequately answering all questions	98%	98%	2%	0%
Displaying skill and knowledge in job	96%	98%	1%	-2%
Being pleasant and courteous	98%	97%	6%	1%
Being informed about specific request	96%	97%	0%	-1%

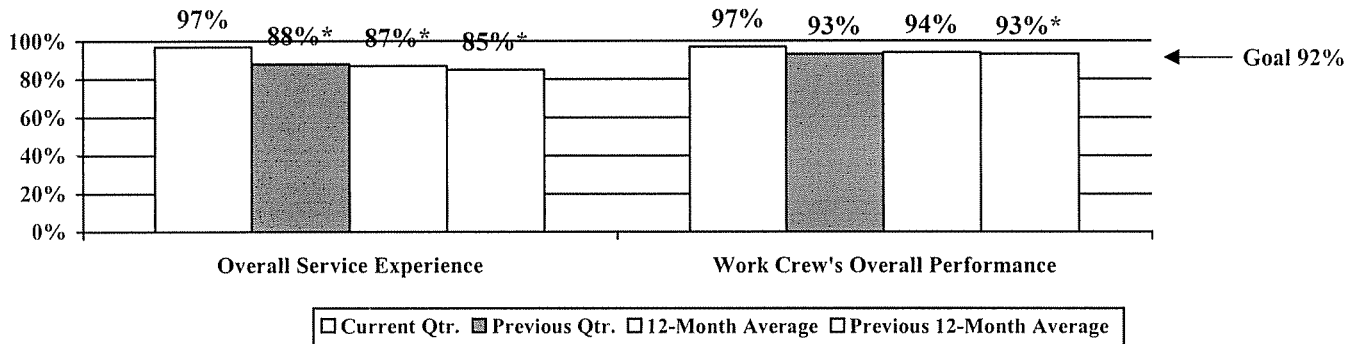
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>96%</td> <td>93%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	96%	93%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <td><u>Current Qtr.</u></td> <td><u>12-Month Average</u></td> </tr> <tr> <td>91%</td> <td>97%</td> </tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	91%	97%
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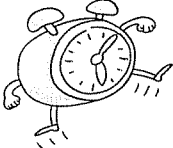

-- Lexington Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Lexington Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	98%	96%	2%	2%
Adequately answering all questions	98%	96%	2%	2%
Displaying skill and knowledge in job	99%	97%	3%	2%
Being pleasant and courteous	96%	97%	0%	0%
Being informed about specific request	97%	96%	2%	1%

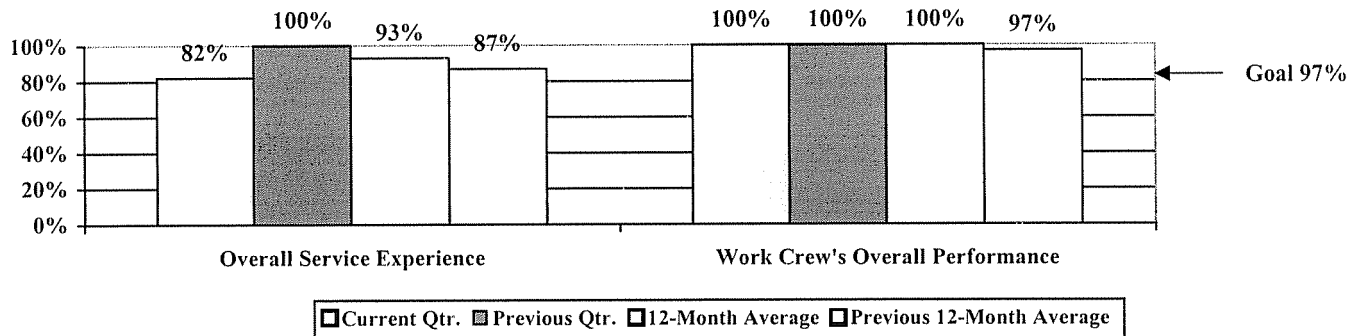
Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p><u>Current Qtr.</u> 94%</p> <p><u>12-Month Average</u> 89%*</p>	 <p>Leaving Work Area Neat and Safe</p> <p><u>Current Qtr.</u> 95%</p> <p><u>12-Month Average</u> 97%</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p><u>Current Qtr.</u> 95%</p> <p><u>12-Month Average</u> 96%</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p><u>Current Qtr.</u> N/A</p> <p><u>12-Month Average</u> N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.

-- Maysville Operating Center --**Primary Measures of Service Quality**



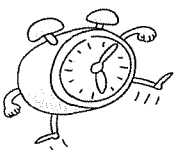
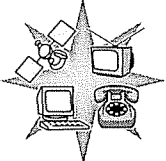
(Percent Rating "6" or Higher on Ten-Point Scale)

***Key Drivers of Satisfaction with Service Person/Work Crew***

	Maysville Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	100%	0%	0%
Adequately answering all questions	100%	100%	0%	0%
Displaying skill and knowledge in job	100%	100%	0%	0%
Being pleasant and courteous	100%	100%	0%	0%
Being informed about specific request	100%	100%	0%	0%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

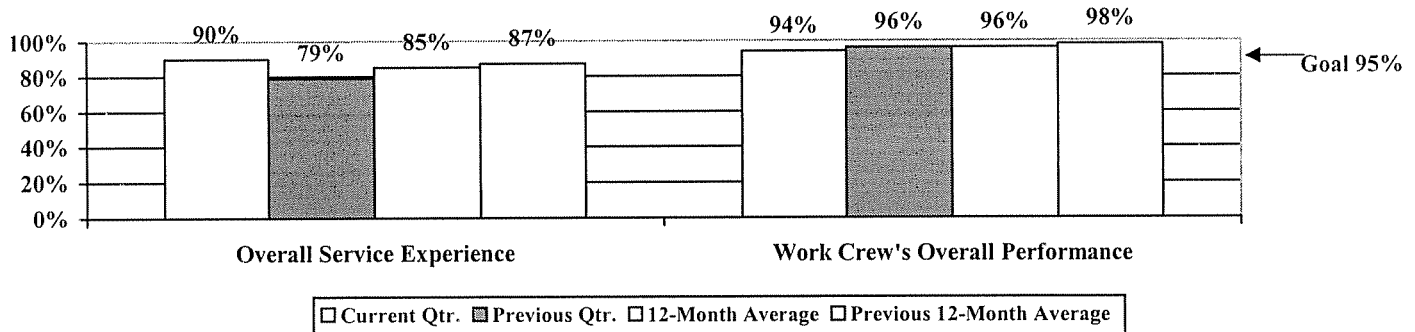
* Indicates a statistically significant difference from current quarter at 90% confidence level.

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <table> <tr> <th><u>Current Qtr.</u></th><th><u>12-Month Average</u></th></tr> <tr> <td>100%</td><td>98%</td></tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	98%	 <p>Leaving Work Area Neat and Safe</p> <table> <tr> <th><u>Current Qtr.</u></th><th><u>12-Month Average</u></th></tr> <tr> <td>100%</td><td>100%</td></tr> </table>	<u>Current Qtr.</u>	<u>12-Month Average</u>	100%	100%
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N/A	N/A								

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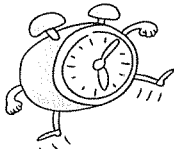
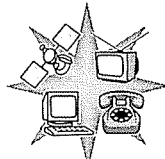
-- Winchester Operating Center --**Primary Measures of Service Quality**

(Percent Rating "6" or Higher on Ten-Point Scale)

**Key Drivers of Satisfaction with Service Person/Work Crew**

	Winchester Operating Center		Change	
	Current Quarter	12-Month Average	Previous Quarter	12-Month Average
Performing work quickly and efficiently	100%	98%*	0%	2%
Adequately answering all questions	96%	97%	-4%	0%
Displaying skill and knowledge in job	100%	98%*	0%	2%
Being pleasant and courteous	100%	99%	0%	1%
Being informed about specific request	100%	96%*	0%	4%

Percentage of Customers Rating "6" or Higher on Ten-Point Scale (unless otherwise noted)

 <p>Overall Service Experience Meeting/Exceeding Customer Expectations</p> <p>Current Qtr. 98%</p> <p>12-Month Average 94%</p>	 <p>Leaving Work Area Neat and Safe</p> <p>Current Qtr. 100%</p> <p>12-Month Average 99%</p>
 <p>Arriving On Time (Percent Rating "6" or Higher)</p> <p>Current Qtr. 96%</p> <p>12-Month Average 96%</p>	 <p>Percent Rating Field Service as Better than or Same as Peer Utilities</p> <p>Current Qtr. N/A</p> <p>12-Month Average N/A</p>

* Indicates a statistically significant difference from current quarter at 90% confidence level.